

The collaborative nature of healthcare requires that patients and their families/surrogates participate in their care. The effectiveness of care and a patient's satisfaction with the course of treatment depends in part on the patient fulfilling certain responsibilities.

Communication

Patients are responsible for providing information about past illnesses, hospitalizations, medications and other matters related to their health status. To participate effectively in decision making, patients must be encouraged to take responsibility for requesting additional information and or clarification when they do not fully understand information and instructions. Patients are also responsible for ensuring that the healthcare institution has a copy of their written advance directive if they have one. If the patient is 18 or older and mentally competent, he/she has the right to make decisions about their medical care. Advanced directives are legal forms that describe to your physicians and your family what kinds of treatments you want in case you become unable to make medical decisions for yourself. There are two kinds of advance directives:

A LIVING WILL lets you state your wishes about medical care, or choose another person(s) to make medical decisions for you if you lose the ability to do so.

A HEALTHCARE POWER OF ATTORNEY lets you name a person to make healthcare decisions for you if you become unable to decide for yourself.

As a consumer, you have important patient rights to ensure that you receive the healthcare you deserve.

Rush Oak Park Hospital respects patient rights without regard to race, color, sexual orientation, gender identity and/or expression, religion, national origin, ancestry, age, marital or parental status, disability, veteran's status, source of payment or any other category protected by federal or state law or country or city ordinance. These rights also apply to any person who may have the legal responsibility to make decisions regarding medical care on the patient's behalf.

Patient right and responsibilities are posted in public areas within the Hospital and clinic locations. A patient has the right to:

1. A patient has the right to participate in the development and implementation of his/her plan of care.
2. A patient has the right to have a family member or representative of his/her choice and his/her personal physician notified upon his/her admission to Rush Oak Park Hospital.
3. A patient has the right to make informed decisions regarding his/her care. This includes being informed of his/her health status, being involved in care planning and treatment including pain management, and being able to request or refuse treatment. If he/she is unable, for whatever reason to act on his/her own behalf, a representative may act for the patient.
4. A patient has the right to formulate advance directives concerning his/her health care with which the Hospital will comply.
5. A patient has privacy rights established under the Health Insurance Portability and Accountability Act (HIPAA). These rights are outlined in the Notice of Privacy Practices (NPP) which is provided to each new patient at Rush Oak Park Hospital.
6. A patient has the right to receive care in a safe setting.
7. A patient has the right to be free from all forms of abuse and harassment.

8. A patient has the right to be free from any form of restraints that are not medically necessary. A restraint can only be used when needed to improve a patient's well-being and when less restrictive alternatives have been determined to be ineffective.
9. A patient has the right to be free from seclusion and restraints which are used as a means of coercion, discipline, convenience or retaliation. Seclusion or a restraint can only be used when needed to ensure a patient's physical safety and when less restrictive alternatives have been determined to be ineffective. .
10. A patient has the right to file a complaint or grievance with Rush Oak Park Hospital. This may be done orally or in writing. Listed below are the categories of types of complaints and the procedures for resolving them:

Complaints Concerning Denial of Patient Rights and/or Quality of Care Issues Resulting

in Harm or Physical Injury: If a patient feels that he/she has been denied any of the rights listed above and/or if he/she believes he/she has suffered harm or physical injury as a result of his/her care here at Rush Oak Park Hospital, then the patient should contact the hospital's Office of Risk Management at 708.660.2701. The Office of Risk Management shall promptly investigate the complaint. If the patient remains dissatisfied with the resolution of a case involving harm or physical injury, he/she may elect to submit the matter to the Rush Oak Park Hospital Mediation Program. If the patient is dissatisfied with the resolution of case involving harm or physical injury, he/she may contact Illinois State agencies directly. Information concerning the Rush Oak Park Hospital Mediation Program and/or the phone numbers and addresses of the appropriate state agencies are also available through the Office of Risk Management 708.660.2701. .

Other Complaints: Some patient complaints may not involve the denial of patient rights or harm or physical injury, but they are still important to the hospital. All complaints will receive attention and consideration. Many questions are best addressed by personnel on nursing units. Patients should contact their nurse if they have a question about their care, the communication with their health care providers, the manner in which their room is cleaned, their preferences concerning food and beverages, or anything else which bothers them about their stay here. Or, if they prefer, they can contact the Office of Risk Management at 708.660.2701.

Patient concerns About Non-Coverage or Premature Discharge: In the event that preadmission screening determines that admission criteria are not met prior to admission, or coverage for services is not approved the patient will be issued a Notice of Non-Coverage. This notice will be issued before admission or within two days of admission and must state specific reasons why the hospital believes the requested services are not covered. The patient may elect to assume personal responsibility for the payment of the services or refuse the services.

In the event that the medical necessity for admission or continued stay coverage does not exist, the patient may be issued a Notice of Non-Coverage. This notice must be given to the patient on the earliest date that it is determined that services will not be covered or prior to the date that care changes from being covered to being non-covered during a

Continued stay or course of care. If the patient is dissatisfied with the resolution, he/she may contact the Medical Center's Office of Utilization Management at 312.942.4343.

Special note: If a patient, for whatever reason, is unable to understand the rights extended to him/her, health care providers shall provide whatever assistance is reasonably necessary to assist the patient in understanding the above-noted rights. This may include, but not be limited to, the use of assistive devices for the hearing and seeing impaired or the use of interpreters for patients not proficient in English